



State of Missouri

2010 Governor's Award for Quality and Productivity

Executive Summary

Team Name: Unclaimed Property Online Claim Development & Implementation Team

Nominator: State Treasurer Clint Zweifel

Nominating Department: Office of the Missouri State Treasurer Clint Zweifel

Category: Customer Service

Executive Summary:

State Treasurer Zweifel is responsible for safeguarding and returning as much unclaimed property as possible to owners and heirs. The challenge for his Unclaimed Property Division (UPD) since the inception of the program has been to balance the limited resources with the ever increasing number of claims.

Over 85% of claims paid by UPD originate from the showmemoney.com website. The main mission of the Unclaimed Property Online Claim Development & Implementation Team was to increase our level of customer service by reducing paper documentation requirements and reducing turn-around times for claims. The decision tree developed and programmed by the Team identified what types of unclaimed property accounts and what type of claim situations would be eligible for the Paperless Online Claims Process (POCP) without compromising the integrity of the claim payment process.

Over 33,000 claims have been paid as a result of the POCP since it was unveiled on 5/17/2010. This new process has helped increase the number of claims paid by over 50% and the number of accounts paid by over 20% with no increase in FTE's. The average claim processing time has been cut in half due to the efficiencies allowed by the POCP process.

The quicker processing time provided by the POCP allows our office to pay more accounts out prior to advertising owners. Every account paid prior to advertising saves approximately \$7.25 in advertising costs. In the first year alone the system will save over \$13,000.00 in advertising costs. The internal reduction in paperwork has saved over \$2,000.00 in file folders in the first year alone.

The Unclaimed Property Division also monitors how effectively and efficiently customer's expectations are met by providing an online customer service survey at the end of the process. The favorable response has been overwhelming.



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NOMINATION FORM

I. GENERAL INFORMATION

Department: Missouri State Treasurer Clint Zweifel's Unclaimed Property Division/Information Technology Division

1. Project or team name. Unclaimed Property Online Claim Development & Implementation Team

2. List the name of all team members, job titles, state agency department, and/or community organization. [please list alphabetically by last name]

Berkbuegler, Matt/Research Specialist/STO
Boone, Monica/General Services Supervisor/STO
Bridges, Sonya/Processing Clerk II/STO
Carranza, JoAnn/Processing Clerk II/STO
Chapman, Susie/Information Technology Manager/STO
Creech, Kelly/Securities Specialist/STO
Fuhr, Brandon/Legislative Liaison & Special Projects Coordinator/STO
Galloway, Jon/Director of Communications & Policy/STO
Harper, Scott/Director of Unclaimed Property & General Service/STO
Harrison, Lance/Securities Specialist/STO
Lewis, Meghan/Communications Coordinator/STO
Looten, Kendra/Processing Clerk II/STO
Massman, Lana/Assistant Director of Unclaimed Property/STO
Oligschlaeger, Elizabeth/Processing Clerk III/STO
Pettit, Tammy/Processing Clerk II/STO
Tarnower, Pete/Application Developer/STO
Thompson, Jennifer/Processing Clerk II/STO
Wagner, Judy/Processing Clerk II/STO

3. Describe the project (200 words or less)

The Unclaimed Property Division's Paperless Online Claims Process (POCP) allows claimants to answer a few select questions on our website www.showmemoney.com. A programmed decision tree compares information provided by the claimant to information held by the Division. Depending upon the type of property and the claimant's answers, the program will route claimants automatically to the normal paper claims process or the POCP.

POCP claims are downloaded daily to a spreadsheet that shows information provided by the claimant and information about the account being claimed. Unclaimed Property staff use verification resources to ensure that the individual making the claim is the same owner as the original account owner.

The screening process associated with the POCP replaces manual work that is done by claimants on paper claims. The POCP allows for internal processing of claims to be done in a matter of days rather than a matter of weeks or months for paper claims. Most claimants that are eligible for the POCP claims receive their check without ever having to submit any paperwork to the Missouri Unclaimed Property Division.

POCP claims require less than a third of the internal resources of a normal paper claim resulting in multiple cost savings and time efficiencies.

4. Nomination category.

(Check only one)

☐ INNOVATION

☒ CUSTOMER SERVICE

☐ EFFICIENCY/PROCESS IMPROVEMENT ☐ TECHNOLOGY IN GOVERNMENT

5. Describe why you selected this nomination category.

It was difficult to choose a category since the project was successful in all four nominating categories. The Customer Service category was chosen because the main mission of the Unclaimed Property Online Claim Development & Implementation Team was to increase our level of customer service by reducing paper documentation requirements and reducing turn-around times for claims. The increased use of technology in government, efficiency/process improvements, and innovation were all products from the same mission.

II. BACKGROUND

1. When did the team begin? 2/1/2010

2. When did the team implement this project? 5/17/2010

3. How long has the project been implemented?

- ☐ 0 - 3 Months ☐ 4 - 6 Months ☐ 7 - 9 Months
☐ 10 - 12 Months ☒ 12 or more ☐ On-going Project

III. RESULTS/ACCOMPLISHMENT

1. What did the team accomplish? (150 words or less)

The implementation of the POCP has allowed UPD customers to easily claim many accounts via a secure online claims process. The POCP decision tree that is programmed into the system ensures accounts are being paid out correctly. The claimant/customer is relieved of any paperwork filing requirements, trips to the post office, and mailing costs. The added bonus to the claimant/customer is the increased speed in which they are united with their funds.

2. Which of the following describes the benefits of the accomplishment? (Check all that apply and provide an explanation)

- X cost reduction X time savings
X improved process X other: describe

The quicker processing time provided by the POCP allows our office to pay more accounts out prior to advertising owners. Every account paid prior to advertising saves approximately \$7.25 in advertising costs. In the first year alone the system will save over \$13,000.00 in advertising costs. The internal reduction in paperwork has saved over \$2,000.00 in file folders in the first year alone.

Over 33,000 claims have been paid as a result of the POCP since it was unveiled. This new process has helped increase the number of claims paid by over 50% and the number of accounts paid by over 20% with no increase in FTE's. The average claim processing time has been cut in half due to the efficiencies allowed by the POCP process. The POCP has allowed for claimants with small dollar unclaimed property accounts to have a low cost claims process to claim their property.

The POCP has provided a mechanism for over fifty percent of unclaimed property claims to be paid without submitted paperwork from the claimant.

3. Explain how the accomplishments of the team are beyond regular duties and responsibilities (150 words or less).

Pursuant to Missouri law, the UPD has ninety days to respond to a claimant inquiry. The average wait time for a claim prior to the POCP was less than half of the statutory maximum time. Treasurer Zweifel did not feel that was good enough. He asked staff to exceed the expectation of the average claimant by reducing paperwork and decreasing the wait time for their check.

No additional staff was used to develop the POCP. The members of the Unclaimed Property Online Claim Development & Implementation Team made time out of their work schedules to participate in the project. The time dedicated to the project was difficult to find for Team members due to the fact that volumes were increasing rapidly for the UPD.

The UPD continues to monitor claimant feedback and strives to exceed customer expectations.

IV. MEASUREMENT/EVALUATION

1. **Describe how the success of the project was measured and what outcomes were achieved.** (description should not exceed 300-500 words)

The main mission of the Unclaimed Property Online Claim Development & Implementation Team was to increase our level of customer service by reducing paper documentation requirements and reduce turn-around times for claims. The performance measures related to claim output by the Unclaimed Property Division are measured on a daily basis. The number of accounts paid and average claims processing time are a main focus of the Unclaimed Property Division at all times.

The Unclaimed Property Division also monitors how effectively and efficiently customer's expectations are met by providing an online customer service survey at the end of the process. The favorable response has been overwhelming.

Over 33,000 claims have been paid as a result of the POCP since it was unveiled. This new process has helped increase the number of claims paid by over 50% and the number of accounts paid by over 20% with no increase in FTE's. The average claim processing time has been cut in half due to the efficiencies allowed by the POCP process.

The POCP has also allowed the Unclaimed Property Division to develop a Kiosk program that assists individuals that might not have internet access to take advantage of the new streamlined process.

2. **Are the benefits derived from this project:** (Check only one.)

X Recurring ☐ One-time

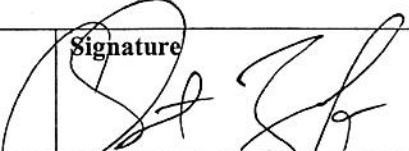
V. RECOGNITION/AWARDS

1. **Has this project ever been nominated for the Governor's Award for Quality and Productivity?** If yes, when? No

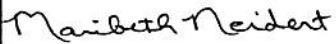
2. **If yes, for which category was it nominated?**

3. **Has this project received any other awards or recognition in the past?** If yes, describe. No

VI. NOMINATOR'S INFORMATION**NOMINATING DEPARTMENT**

Name	Signature	Telephone Number	E-Mail Address
Clint Zweifel		751-2411	clint.zweifel@treasurer.mo.gov

VII. DEPARTMENT COORDINATOR INFORMATION**DEPARTMENT**

Name	Signature	Telephone Number	E-Mail Address
Maribeth Neidert		751-4975	Maribeth.neidert@treasurer.mo.gov

VIII. DEPARTMENT DIRECTOR APPROVAL

DEPARTMENT DIRECTOR'S NAME	DEPARTMENT DIRECTOR'S SIGNATURE*
Clint Zweifel	

Nomination must be signed ONLY by the Department Director to be eligible for consideration.
Nominations not signed by the Department Director will be returned.